

AT&T Statement

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LOUISIANA PUBLIC SERVICE COMMISSION

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As we all know, on August 29, Hurricane Ida made landfall as a catastrophic Category 4 storm. The storm remained over Louisiana for an extended period of time and caused extensive damage across a broad area of southern Louisiana.

The recovery work to support our communities is incredibly important and vital work.

We have more than 3,200 AT&T employees who call Louisiana home. They continue to work hard under challenging circumstances, and I appreciate this opportunity to highlight their commitment to taking care of our customers, our communities and each other.

Like many others across the impacted areas, some of our employees suffered damage to their own homes and property, yet they proudly answered the call to come to the aid of their fellow Louisianians who were similarly impacted.

Over the years, our industry and those of us at AT&T have learned many lessons from past weather events. Extensive preparations were made prior to Ida's landfall, and AT&T's response was robust and immediate.

First, we have invested heavily in Louisiana to prepare our networks for times when severe weather strikes – investing more than \$1.1 billion in Louisiana from 2018 to 2020 alone.

In the days leading up to landfall, our crews pre-positioned equipment to be ready for quick and effective responses to Ida's impacts.

Pre-positioned equipment includes:

- Mobile cell sites and mobile command centers, like Cell on Wheels (COWs) and Cell on Light Trucks (COLTs);
- Emergency communications vehicles (ECVs); Flying Cell on Wings (Flying COWs);
- High water vehicles; Amphibious all-terrain vehicles;
- Drones, and even a blimp to provide additional connectivity;
- A self-sufficient base camp for AT&T recovery personnel coming in from other states to help. This base is complete with sleeping quarters, bathrooms, kitchen, laundry facilities, an on-site nurse and meals ready to go;
- Hazmat equipment and supplies;
- Technology and support semi-trailers to provide infrastructure support and mobile ventilation and air conditioning; and,

Our Louisiana crews have been augmented by hundreds of members of our technical teams from other states including Texas, Mississippi, Alabama, Georgia, Florida and Tennessee.

These teams were strategically staged in Baton Rouge, Houma and Slidell, and continue providing critical support to our Louisiana employees as we repair and restore services.

To support all of this work, we have established logistical support centers for material and equipment, generators, spare parts, fuel, food, medical, lodging and maintenance – locating these centers close to the hardest hit areas to maximize the effectiveness of our restoration force.

In addition to hotel rooms booked to support the influx of restoration personnel, we deployed mobile lodging trailers to support personnel where hotels were not available.

In short, we anticipated impacts from the storm, pre-deployed and forward-deployed equipment, so our teams were ready to move quickly – as soon as conditions allowed, and it was safe to do so.

Our network was operational immediately following landfall and throughout the day on August 29, despite multiple fiber cuts damaging our network infrastructure and the loss of commercial power in various locations.

Upon the initial loss of commercial power in individual locations, AT&T's network remained enabled due to hundreds of fixed generators and backup batteries that activated.

As the hurricane devastated the region, storm damage, flooding and the resulting power outages further affected our network infrastructure within the region.

While some key network facilities went offline overnight in the evening of August 29 and into the morning of August 30, we were able to quickly restore those sites on August 30 as they were accessible and in areas where it was safe to work.

Throughout the week, our teams continued to steadily restore more sites and optimize our network performance.

We are confident in our overall restoration performance – a result of significant investment, robust preparation, and an aggressive and extensive response effort.

We have conducted field assessments of our facilities by helicopter, with drones, and – as conditions allowed – through in-person, on-site inspections.

In the absence of commercial power, we also conducted a widescale refueling and support campaign for an extensive deployment of over 1,000 generators.

As many in this storm experienced, when the power went out, gas stations had no power for the pumps, or had run out of fuel. To account for this, we brought fuel into the impacted area, and set up a network of refueling depots.

This was a massive undertaking, using more than 500,000 gallons of fuel for our fleet of repair and response vehicles and to ensure continued generator operation in the absence of commercial power. We continue this operation today and are prepared to do so as long as necessary.

Still this week, our teams are dealing with multiple instances of our lines being accidentally cut during debris clean-up and other restoration efforts.

While we restored these fiber cuts as promptly as possible, the cuts impacted and impaired services that had previously been restored.

We continue to emphasize how important it is that those working to clean up after the storm please do not cut any lines and do not disrupt equipment – whether generators or other infrastructure.

Of the in-home voice or broadband customers, where we know service was impaired, more than 99 percent have had their services restored, and our teams will continue to work until all services are restored.

While equipment that serves a neighborhood can be powered and online, we may not be aware of specific in-home service impairment until customers return to their homes and commercial power is restored.

We have begun to see an uptick in this reporting, and I assure you our local crews, augmented by our extensive out-of-state support teams, will continue working as quickly and safely as possible to restore all customers.

We view the work of our employees as being the best in the business.

And, while we have been focused on network restoration, we have also been mindful of the difficulties faced by our customers and our employees.

We are working with private foundations and leadership across the state to provide our neighbors and our Louisiana communities with philanthropic support to help address both immediate and sustained recovery needs.

We are also working on an individual basis with our in-home services customers to offer the appropriate credits.

Customers experiencing issues with their AT&T service can reach us at att.com, on the myAT&T app or over the phone.

Most customers who call us also have the option to receive a call back at their convenience.

Customers looking to reach us via phone can contact us 24/7 at 800.288.2020 for Internet and home support.

Our customers have the option to utilize call forwarding and to suspend their home services and restore them at the appropriate interval at no charge. They can maintain access to their email accounts, and their phone numbers will be reserved during service suspension.

Our retail stores are re-opened and serving customers. You can view store hours and locations at www.att.com/stores/louisiana.

Additionally, for those in areas that remain without power, we continue to deploy mobile charging stations to support connections – for our customers and our neighbors.

Again, our response was immediate, and our restoration efforts were robust.

We are committed to our neighbors in communities across this great state, and I appreciate the opportunity to share the good work being done by our employees here in Louisiana.